

Administrative Vendor - Performance Report September 2007

Major Risk Medical Insurance Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	100%	100%	445 out of 445 applications
Notification within 10 days of disenrollment at 36 consecutive months of enrollment in accordance with AB1401, if applicable.	100%	100%	138 out of 138 disenrolled subscribers
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	3.0%	0%	0 blocked out of 7,214 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	3.0%	1.4%	103 abandoned calls out of 7,214 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	85.0%	85%	6,142 calls answered in 25 seconds out of 7,214 calls received*

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.